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Missouri Public Service Commission

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General Counsel

June 26, 2006

RECEIVED

JUL - 5 2006

*Federal Communications Commission
Office of the Secretary*

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 3-C417
Washington, D.C. 20554

RE: CG Docket No. 03-123
Annual Telecommunications Relay Services (TRS) Complaint Log Summary
State of Missouri Year Ending May 31, 2006.

Dear Ms. Gregory:

Enclosed is the Missouri Public Service Commission's TRS Complaint Log Summary for the period June 1, 2005 through May 31, 2006 for the State of Missouri. The minimum reporting requirement, set out in Federal Rule 47 CFR §64.604(c)(1) is "the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution." This submission is limited to meeting the requirements of the foregoing rule. Also enclosed is a copy of a June 16, 2006 letter (without referenced enclosures) from Sprint—Missouri's TRS provider. Sprint indicates in that letter it is separately providing other information the FCC requested in its public notice reminding states and TRS providers the annual consumer complaints summary is due by July 3, 2006.

If you have any questions regarding this submission please contact me with them by telephone at (573) 751-8702 or by e-mail at nathan.williams@psc.mo.gov.

Sincerely,

/s/ Nathan Williams

Nathan Williams
Senior Counsel



Sprint Nextel
5454 West 110th Street
Overland Park, Kansas 66211
(800) 377-1180 TTY
(866) 493-2262 Voice
(800) 580-5944 Fax

Matthew Gwynn
Account Manager
Email: matthew.gwynn@sprint.com

June 16, 2006

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Mr. Walt Cecil, Economic Analyst
Mo Public Service Commission
200 Madison Street
PO Box 360
Jefferson City, Missouri 65102-0360

**UTILITY OPERATIONS
DIVISION**

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Cecil,

Sprint has provided you the following information to support your filing with the FCC for the State of Missouri:

- A summary with the total number of complaints received between June 1, 2005 and May 31, 2006.
- An annual Complaint Log which includes complaints received between June 1, 2005 and May 31, 2006 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You will need to make clear that it is a reference to the **CG Docket 03-123**, as stated above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software) on or before Monday, July 3, 2006. These

items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 3rd, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554

For your reference, Sprint has included a copy of the FCC Public Notice from May 31, 2006 requiring this action.

Should you have any questions concerning this report, please contact me.

Sincerely,



Matthew Gwynn
Account Manager
Relay Missouri/Sprint

Attachments:

- 1) Summary Sheet
- 2) Log Sheets
- 3) 3.5 inch diskette
- 4) Copy of FCC Public Notice

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/09/05	MO TTY user complains, "I have hard time with an operator too fast type." I apologized, explaining I will be sure to inform the agent supervisor for follow up with the agent. No contact requested.	06/09/05	Reviewed proper procedures with agent.
06/14/05 CapTel	Disconnect/Reconnect during calls	06/15/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
06/14/05 CapTel	Dialing Issue - Phone line does not require 1 when dialing 800 number	06/14/05	Tech support made an adjustment for this individual's circumstance. Problem resolved. Closing complaint.
06/27/05	Agent only left "Relay MO CA with a message..." on TTY ans mach. What was the message? Thanked caller. Customer would like follow up.	06/27/05	Agent ID is not a valid ID. Contacted customer to advise.
07/13/05 CapTel	Voice user unable to connect to CapTel Service Number	07/13/05	Problem happened from a pay phone. Caller confirmed the CapTel user was not answering the CapTel phone in a timely manner. Problem solved.
07/14/05	MO TTY customer called in to say CA disconnected before the customer was done with their conversation. Customer said she typed to Relay thanks bye ga and dial other number and relay did not respond. While talking to customer service the inbound disconnected, and then called back and asked CS what happened. Customer service apologized to the customer. Customer would like follow up from the supervisor via fax.	07/18/05	Supervisor assisted on this call. It showed activity but no text was coming through. It was thought that there was a technical problem with the customer's phone and they were transferred to customer service. We informed them of the transfer but there was no response. Customer has been faxed regarding this issue.
07/14/05	MO TTY customer called in saying CA 6367F kept typing too fast and did not follow the customers notes (40 WPM). Customer tried to type to the CA to turn the typing speed down but the CA just read that to the outbound caller. Customer Service apologized for the inconvenience. Customer would like follow up via Fax.	07/17/05	Agent was mistakenly looking at the wrong notes (the one below the WPM reminder). Coached agent on making sure she reads all the notes/directions and follows them on every call. Sent fax 7/17/05.
07/14/05	TTY customer called to complain that the agent "kept typing too fast." Customer's notes clearly request typing speed of 40 WPM. Customer also states she is "really frustrated with the operators." Apologized. Follow-up requested.	07/14/05	Agent said she knows how to adjust typing speed. Does not recall this particular situation. Reminded of importance of following notes. Unable to reach customer for follow-up: three attempts contacts with different dates and times.
08/09/05 CapTel	Disconnect/Reconnect during calls	08/09/05	Advised customer to contact telephone company to upgrade quality of line; Sent customer suggestions for alleviating incidences of disconnection/reconnections; Conducted test calls with customer successfully.
08/23/05 CapTel	Dialing Issue - Unable to dial local but can dial long distance	08/24/05	Customer will use ten digit dialing string for local and long distance numbers. Calls are being made on the IL/MO border and need the full 10 digit number.

08/25/05	Agent typed "GA GA GA GA" everytime. TTY user asked CA not to, but it continued. Asked to speak to a supervisor and agent hung up on her. Thanked caller. No F/U needed.	08/25/05	Agent does not remember this call. She said she would never do this nor hang up on any caller. No customer follow-up requested.
09/08/05 CapTel	Disconnect/Reconnect during calls	09/08/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
09/09/05	Customer Complaint: Customer reported that he was billed by MCI for a relay call to Illinois. The 45 minute call cost \$106.70 from MCI, but his long distance carrier is Centurytel. He faxed the copy of the Centurytel bill to Customer Service showing the charges from MCI. Customer Service Response: Apologized, asked him to fax copy of the bill showing the MCI charges. Entered trouble ticket for call detail record to prove call went thru MO relay (billed wrong due to operator error). Forwarded detailed info to acct. mgr. to request credit to customer, because Sprint cannot issue MCI credit. Follow up requested regarding when credit will be issued.	09/09/05	contacted customer and explained customer about setting up preference for long distance carrier. Customer understood and Sprint provided a credit customer by free Sprint long distance calling card via mail.
11/01/05	Customer explained that her first database note is to reduce typing transmission to 40 wpm. The operator did not pay attention to the notes. She typed too fast for her needs. Apologized. Follow up requested.	11/01/05	Agent does not remember call. Reminded agent of the importance of following customer's notes. Followed up with customer and apologized.
11/01/05	Caller said agent did not follow database instruction to slow typing to 40 WPM. Apologized for the problem. No follow-up requested on this issue.	11/01/05	Agent acknowledged not reducing typing speed because of another issue that the customer brought up at the beginning of the call. Stressed importance of following customer's notes. No follow up requested.
12/05/05	MO TTY user said was not good conversation, Customer gave CA the number to dial & CA said that is invalid and customer gave her the right number, and got busy signal. Customer told CA to keep ringing then Female answered and said "wont take relay calls and submitted phone number and then hung up" customer asked CA what? and CA typed "GA". Customer Service apologized to the customer. Customer would like follow up via email.	12/05/05	Agent does not remember this particular call. Agent would have responded to customer and retyped what voice had said. Coached agent on proper call procedures and making sure she tries to respond to customers. Acct Manager informed customer via email and explained customer that agent was coached.

12/05/05	Customer has no database available to the agent so none of this person's information is showing up. Apologized, issued trouble ticket. Follow-up requested.	12/05/05	Trouble ticket result: send info to Database group to investigate about the customer profile. Send email to customer that I have not get updated from problem and will keep her updated when i get more information about database. Send email to technician to check the status of trouble ticket. a problem was identified with the CS interface that was causing customer records to not accurately reflect customer profile choices. This was corrected during the maintenance window Wednesday morning. AM send email to customer that it has been resolved.
12/07/05	MO TTY user complains agent did not slow down typing as requested and noted for her customer notes. Frequent Dialed number list is not available either. Apologized, explaining I will let the supervisor know. Customer does want contact.	12/07/05	Met with agent who stated don't remember seeing slow down wpm in notes. Agent did show knowledge of consequences if cust instructions are not followed. Emailing cust per request 12/12/05 explaining Agent did not remember seeing slow wpm down in customer notes. Informed customer that stated Frequent Dialed (FD) numbers were not in list. Suggested the customer to contact to TRS customer service to make sure all numbers wanted are in her/his FD list in the system or may ask agent at that time to add a number to her/his FD list.
02/06/06 CapTel	Unable to make captioned calls	02/08/06	Technical support removed "1" from unit's "data
02/07/06 CapTel	Disconnect/Reconnect during calls	03/02/06	Problem resolved itself.
02/13/06 CapTel	Disconnect/Reconnect during calls	02/13/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
02/14/06	Customer Complaint: Caller reported that the FD numbers were not appearing during her relay call. Operator at SD call center also said no instruction notes appeared, so the typing speed was not reduced to 40 wpm as should be. Customer Service Response: Apologized for the inconvenience and told customer a trouble ticket would be entered to resolve the problem. Thanked customer for letting us know. No follow up requested.	02/14/06	Tech identified the customer database system went down and rebooted it and all the customer database profile is on-line.
02/15/06	Customer states the CA did not follow her database notes. Customer requests the typing speed set at 40 wpm. Apologized. Follow up requested.	02/15/06	Coached agent on importance of following customer notes. Followed up with customer via e-mail.
02/26/06	Customer complained that after giving information for a prepaid calling card, they recieved no response for five minutes. Customer was then disconnected. Apologized, would send to appropriate supervisor.	02/26/06	Agent doesn't remember the call. However, the agent was reminded of the importance of keeping a customer informed at all times. The agent was also reminded to get a supervisor if he encounters any problems and needs assistance. The agent understands.
03/01/06	Customer said agent was rude. Agent started typing before customer had typed "GA" Apologized to customer and said a contact would be filled out	03/01/06	Agent was met with. Agent stated voice customer had hung up right after agent sent "GA" and wanted to inform customer right away. Coached agent to wait for "GA" before typing and to stop typing if customer starts typing. Follow up letter sent 3/2/06
03/03/06 CapTel	Accuracy of captions	03/06/06	Customer shared general feedback regarding accuracy and delay of captions Customer Service Repr apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.

03/06/06	TTY customer was sending a garbled message to Relay Customer Service but customer seem to be getting message fine. Apologized, Trouble ticket issued. No follow-up requested.	03/06/06	customer unavailable at this time will contact and attempt to get additional information in later. incorrect customer information. no further action.
03/27/06 CapTel	Unable to make captioned calls	03/29/06	Customer shared general feedback regarding accuracy and delay of captions. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
04/09/06	A MO TTY customer called to complain that the agent did not type everything heard, and as a result, her pizza order was wrong and she had to call back to correct it. The agent did not type the opening recording with specials, and he also did not repeat back the order, even though the order taker later said she did ask customer to verify order. Apologized for inconvenience. Follow-up requested.	04/09/06	Spoke with agent about this complaint. He said he does not recall this particular call. Said he handled several pizza calls this evening. Reminded him if person is speaking too fast to pace them with the polite pacing phrase, One moment please. Also reminded agent to type out recordings unless otherwise instructed by caller. Since follow up is requested have emailed the customer back with the information.
04/20/06 CapTel	Dialing Issue - Phone line does not require 1 when dialing 800 number	04/20/06	Technical support removed "1" from unit's "data
04/20/06 CapTel	Service - General	04/25/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support.
04/21/06	MO TTY user complains agent did not respond to her, and agent hung up on her. I apologized and thanked her for letting us know, explained I will be sure to let the supervisor know. Customer does want contact from account manager.	04/21/06	Met with agent, but she does not remember this call. She stated that if she receives no response from caller, she types to them to confirm if they are still on the line. Coached agent on the importance and severity of disconnecting on a caller, which can lead up to and including termination. Customer was contacted with resolution.
04/26/06	TTY customer not receiving Caller ID info and not receiving Caller ID info on specific local calls (complaint and trouble ticket opened per Acct. Mgr, Trouble Ticket issued. Customer requests contact	05/26/06	Trouble ticket:need additional information from customer - agent id that processed blocked calls and how long this has been occurring.. Acct Mgr attempted to contact customer three time attempts but no response from customer. case closed.